



ELEMENT TWO

Notice and Communication

(29 CFR 37.29-36)



ELEMENT TWO

Notice and Communication

(29 CFR 37.29-36)

Purpose

In this element, the State should address how it and its recipients are complying and will continue to comply with the requirements of 29 CFR 37.29 through 37.36. States should ensure the establishment of a notice and communication system that makes all registrants, applicants, eligible applicants/registrants, applicants for employment, employees and interested members of the public aware of both the recipient's obligation to operate its programs and activities in a nondiscriminatory manner, and the extent of the rights of members of these groups to file complaints of discrimination.

Narrative

- **The methods and frequency of dissemination of the notice, including initial dissemination (29 CFR 37.29)**

The initial notice of communication was transmitted through the Local Planning Guide, which offers guidance and instructions for Local Workforce Areas in the preparation of Local Plans under Title 1 of WIA and the Wagner-Peyson Act, as they apply to WIA. This notice was followed by the dissemination of the "Equal Opportunity is the Law" poster in English and Spanish including the name of the state WIA EEO Officer in all 16 local areas and one-stop centers.

- **The means by which the notice is made available to individuals with disabilities (29 CFR 37.31(b))**

Auxiliary aids for the visually and hearing impaired individuals, such as TTD/TTY and other services are available upon request.

- **The means by which the State ensures that recipients post the notice (29 CFR 37.33)**

The State of Arizona has notified each recipient in writing as required by the law under WIA to clearly display the "EEO is the Law" poster in all facilities throughout the State of Arizona where WIA activities are conducted, including One-Stop Centers. Further notice is provided annually in "Seminars in Excellence" training and periodically as needed to registrants, applicants, eligible applicants/registrants, applicants for employment, employees and interested members of the general public.



ELEMENT TWO

Notice and Communication

(29 CFR 37.29-36)

This training is to inform the recipient of his obligations to operate programs and activities in a nondiscriminatory manner and inform him of the rights of these members to file complaints of discrimination.

- **The means by which a copy of the notice is placed in the participant's file (29 CFR 37.31(a) or where the files are maintained electronically, how the requirement of 37.31(a) is and will continue to be met.**

All the 16 Local Areas in the State of Arizona are required to include the notice detailing the EEO law and all other WIA documentation in the participant's file during orientation.

- **The means by which the State ensures that recruitment brochures and other material routinely made available to the public include the statements "equal opportunity employer/program" and "auxiliary aids and services are available upon request to individuals with disabilities". (29 CFR 37.34(a)).**

In accordance with 29 CFR 37.34, all recipient publications must include the EO policy statement that indicates the recipient is "an equal opportunity employer/program".

Additionally, all recipient publications must include the appropriate tag lines "auxiliary aids and services available upon request, to individuals with disabilities". The WDA of the Arizona Department of Economic Security (AZ DES) is responsible for the dissemination of brochures, publications, and other broadcasts for the EO policy statement and the appropriate tag lines. Each recipient is responsible for including the EO policy statement and the appropriate tag lines on all local-level brochures, publications, and broadcasts. The WDA monitors each recipient for compliance with this requirement during on-site compliance reviews using the On-Site Compliance Review Monitoring Tool.



ELEMENT TWO

Notice and Communication

(29 CFR 37.29-36)

- **Where a telephone number is included on recruitment brochures and other materials, the means by which the State ensures that the materials indicate a TDD/TTY number or provide for an equally effective means of communication with individuals with hearing impairments. (29 CFR 37.34(a)).**

During on-site compliance reviews, the WDA EEO Officer monitors each of the 16 Local Area Sites for recruitment brochures and other materials ensuring that all materials include a TDD/TTY number to better serve persons with disabilities (29 CFR 37.34(a)).

- **The means by which program-related information is published or broadcast in the news media (e.g., publication of Request for Proposal) and the means by which the State ensures that publications/broadcasts state that the program is an equal opportunity employer program and that auxiliary aid and services are available upon request to individuals with disabilities (29 CFR 37.34(b)).**

As required by Law under WIA, the State of Arizona requires all recipients of WIA Title 1 financially assisted programs advertise in their broadcasts or media publications that they are an EO employer/program with auxiliary aids and services available upon request for persons with disabilities.

- **The manner and extent to which information in languages other than English is provided, and the manner in which the State ensures that persons of limited English-speaking ability have access to its programs and activities on an equal basis to that of those who are proficient in English (29 CFR 37.35).**

It is the policy of the Department to provide services and information in a language other than English for customers with Limited English Proficiency (LEP) in order for customers to be effectively informed of or able to participate in departmental programs or activities.



ELEMENT TWO

Notice and Communication

(29 CFR 37.29-36)

When a significant proportion of the population, eligible to be served or more likely to be directly affected by a department program/activity, needs information in a single language other than English, the Department will translate its written program materials into that language and provide effective interpretation services to members of the significant LEP group. The Department will also provide interpreters for LEP customers who are not part of a significant group if the customer has meaningful access to Department programs and services. If an interpreter for the needed language cannot be located, the AT&T Language Line is used to serve the customer.